

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Buckell Plastic Co., Inc.

Mid-Pennsylvania Manufacturing Extension Partnership

One Month to ISO 9001 - Buckell Calls in the IMC

Client Profile:

Buckell Plastic Company, Inc. is a light gauge plastic thermoforming business that specializes in custom medical, consumer and electronic packaging. Buckell has roots dating back to 1964, when the business produced magnetic signs, license plates and other similar products from their facility in Lancaster, Pennsylvania. The company eventually shifted to automated inline plastic thermoforming and in 1990 relocated to Lewistown, Pennsylvania. In December 2004, Schell moved the entire operation to a building in the Lewistown Industrial Park. This newer facility opened the doors to markets in the medical and food industries, critical to regaining business lost to price-competitive options from China. Buckell employs 37 people.

Situation:

Buckell's attempts at ISO 9001 were not going well. They had hired an individual with experience in quality systems, and then a month before the audit he resigned. The company had a registrar pre-assessment for their quality management system registration, and the certification audit was scheduled for early May. Buckell called in the Industrial Manufacturing Center (IMC), a NIST MEP network affiliate and division of the Mid-Pennsylvania Manufacturing Extension Partnership, for assistance with their ISO certification process.

Solution:

IMC's Program Manager, Sharon Hoffmann, provided training to help the company prepare for the certification audit and continuous improvement of the Quality Management System. According to Buckell President, Brian Schell, "What really drove the process was Hoffman's ability to connect in a practical way with his managers. Making that connection is something that a lot of consultants don't do. But Sharon simplified the process and got the buy-in from the entire management team. They all took a part in the process, and that was critical given all that we had to accomplish in the short period." Buckell had a lot to accomplish indeed, especially given Hoffman's assessment at the very onset. The IMC program manager indicated to Schell that the work in place and what they were ultimately planning would not pass inspections. Hoffman took charge and laid out a new plan to help the company gain ISO 9001 certification. "She was extremely diligent," Schell said. "She orchestrated everything, and made very clear the responsibilities and timelines everyone would need to take on. She took those important first steps of engaging my staff and inspiring them to get the job done. We passed without question, and we owe that to Sharon and the IMC for leading the way."

Results:

- * Achieved ISO 9001 certification.
- * Developed new packaging products for electronics manufacturers.

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

* Achieved a more competitive and profitable position.

Testimonial:

"We absolutely will work with the IMC again and will likely seek them for support in marketing and innovation management techniques. I look forward to tapping into their expertise and seeing the results in my business."

Brian Schell, President